

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: TOLBERT, Robert)
Serial No.: 10/729,793) Art Group: 2157
Filed: December 5, 2003) Examiner: EL CHANTI, Hussein A.
For: METHOD AND SYSTEM FOR) Confirmation No.: 2248
AUTOMATED HANDLING OF SERVICE)
PROBLEMS IDENTIFIED BY A)
WIRELESS DEVICE CUSTOMER)

Mail Stop Amendment
Commissioner for Patents
Post Office Box 1450
Alexandria, Virginia 22313-1450

January 23, 2008
Filed Electronically

RESPONSE AND AMENDMENT

Dear Sir:

This Response and Amendment is submitted in response to the non-final Office Action mailed October 23, 2007. Please amend the application as indicated below and consider the remarks that follow.

This Response and Amendment is filed within three months of the mailing date of the Office Action. Therefore, no extension of time is believed to be required. If, however, any additional fee is due, please debit Deposit Account Number 50-1513.

Drawing Amendments begin on page 2.

Claim Amendments begin on page 3.

Remarks begin on page 7.

CERTIFICATE OF EFS-WEB TRANSMISSION

I hereby certify that this correspondence is being transmitted to the U.S. Patent and Trademark Office via EFS-Web on the date indicated below.

/Michelle E. Kandcer/
Michelle E. Kandcer

January 23, 2008
Date